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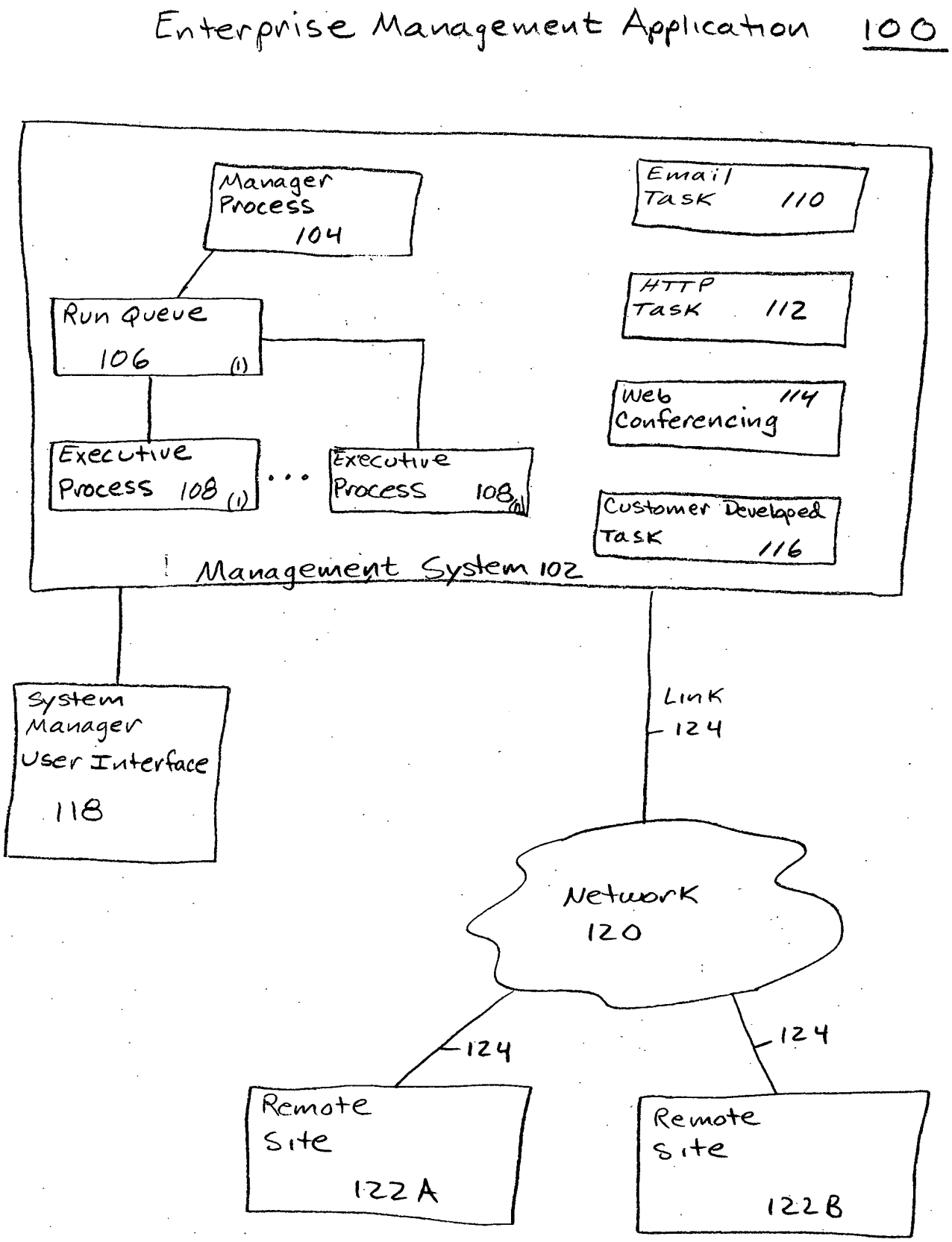
Enterprise Management Application 100
Manager Process 104
Email Task 110
Run Queue 106
(1)
HTTP Task 112
Web Conferencing 114
Executive Process 108(1)
...
Executive Process 108(n)
Customer Developed Task 116
Management System 102
System Manager User Interface 118
Link 124
Network 120
124
124
Remote Site 122A
Remote Site 122B

FIG. 1

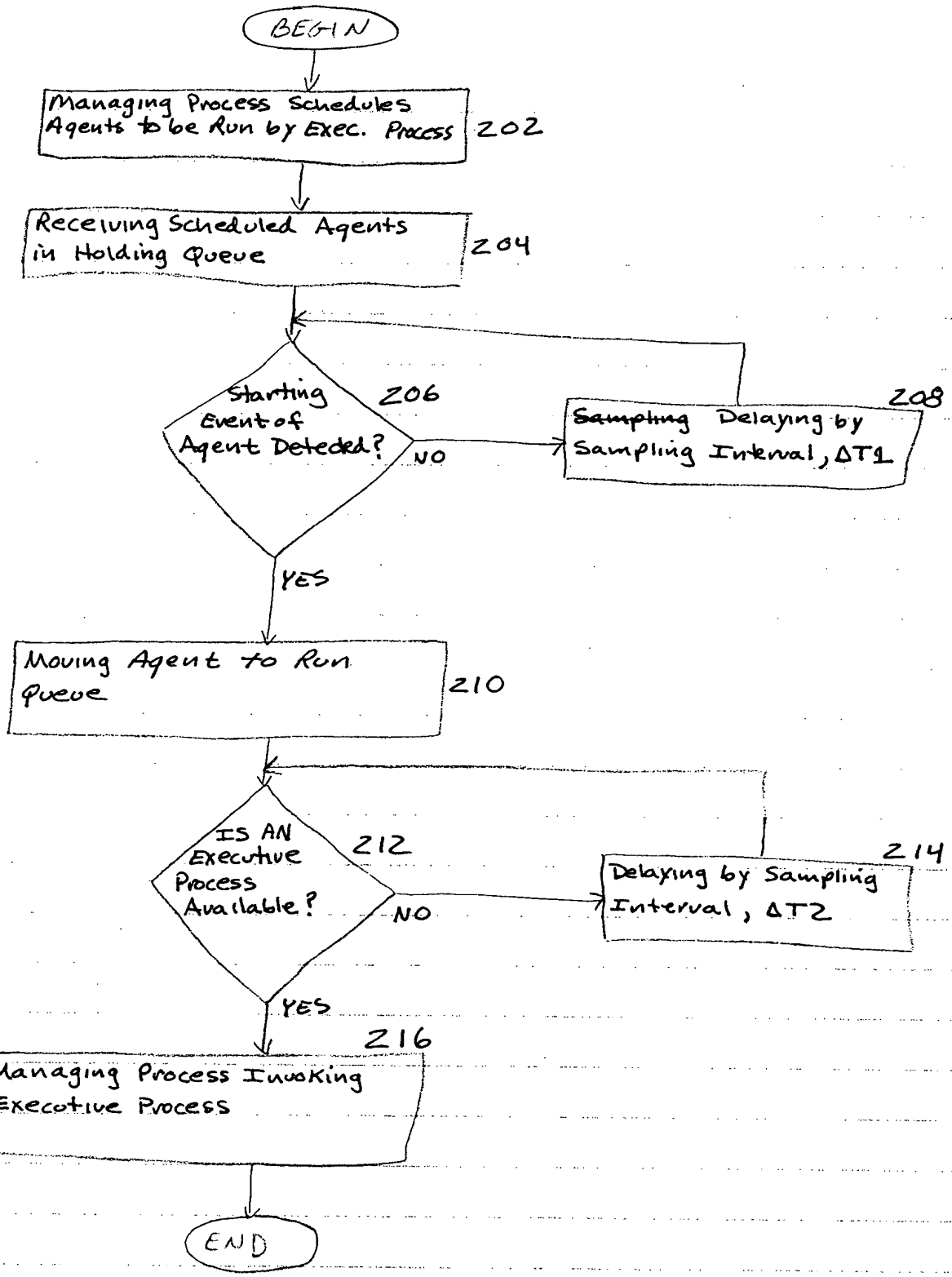
BEGIN
Managing Process Schedules Agents to be Run by Exec. Process
202
Receiving Scheduled Agents in Holding Queue
204
Starting Event of Agent Detected?
206
NO
Sampling Delaying by Sampling Interval, ΔT1
208
YES
Moving Agent to Run Queue
210
IS AN Executive Process Available?
212
NO
Delaying by Sampling Interval, ΔT2
214
YES
Managing Process Invoking Executive Process
216
END

FIG. 2

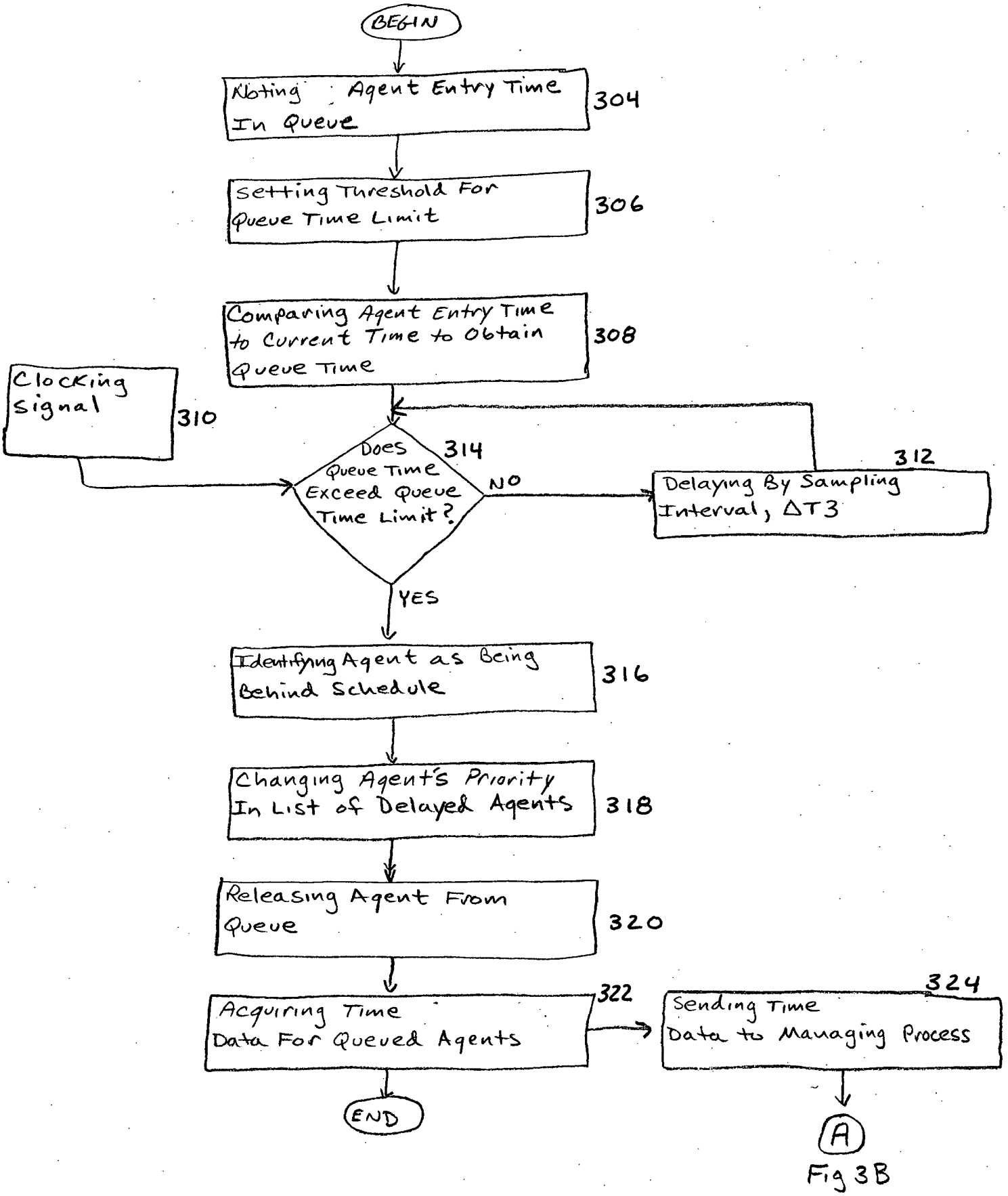
BEGIN
Noting Agent Entry Time In Queue
304
Setting Threshold For Queue Time Limit
306
Comparing Agent Entry Time to Current Time to Obtain Queue Time
308
Clocking Signal
310
Does Queue Time Exceed Queue Time Limit?
314
NO
Delaying By Sampling Interval, ΔT3
312
YES
Identifying Agent as Being Behind Schedule
316
Changing Agent's Priority In List of Delayed Agents
318
Releasing Agent From Queue
320
Acquiring Time Data For Queued Agents
322
Sending Time Data to Managing Process
324
END
A

Fig 3B

FIG. 3A

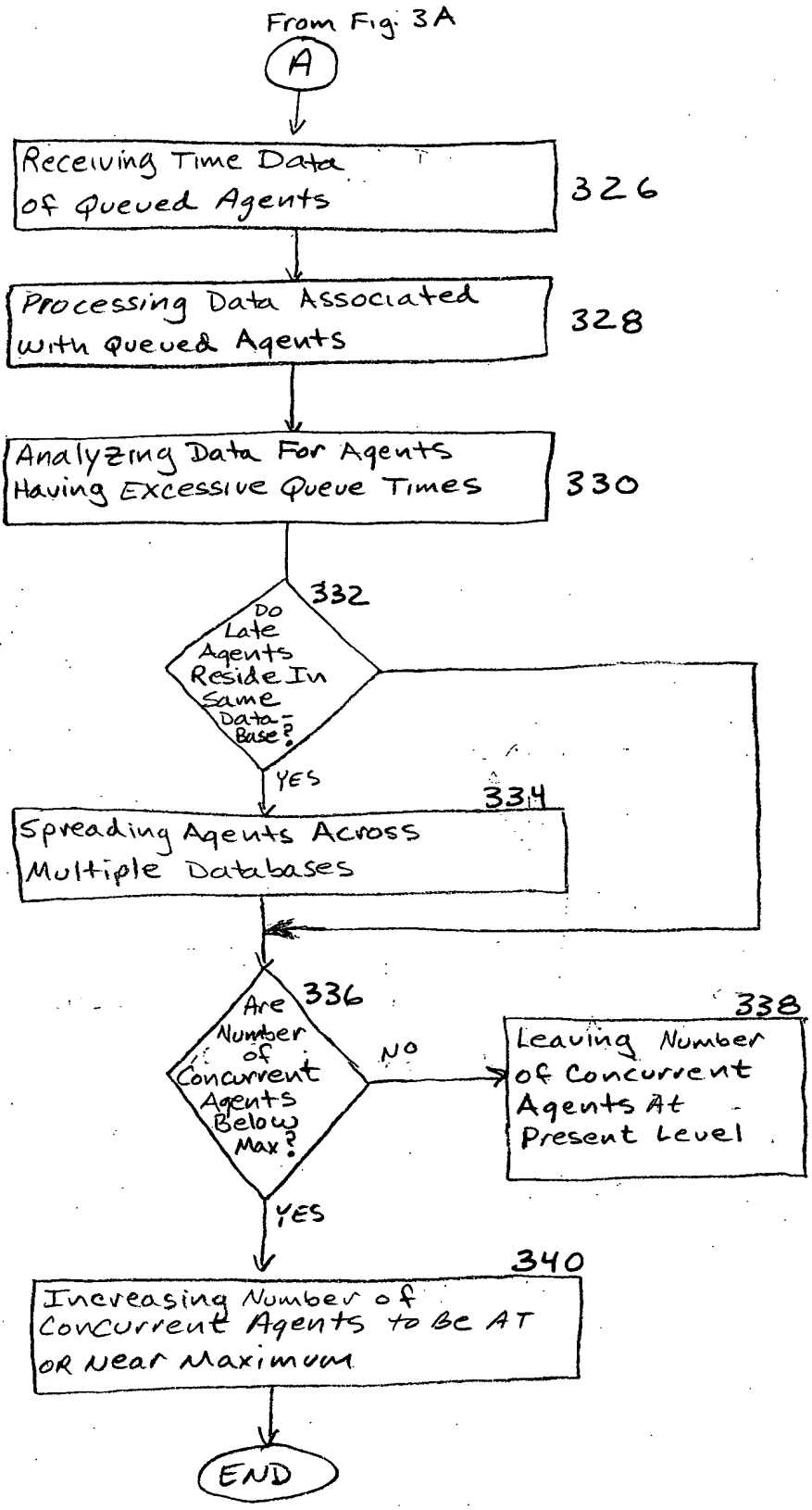
From Fig. 3A
A
Receiving Time Data of Queued Agents
326
Processing Data Associated with Queued Agents
328
Analyzing Data For Agents Having Excessive Queue Times
330
332
Do Late Agents Reside In Same Data-Base?
YES
334
Spreading Agents Across Multiple Databases
336
Are Number of Concurrent Agents Below Max?
NO
338
Leaving Number of Concurrent Agents At Present Level
YES
340
Increasing Number of Concurrent Agents to Be AT OR Near Maximum
END

FIG. 3B

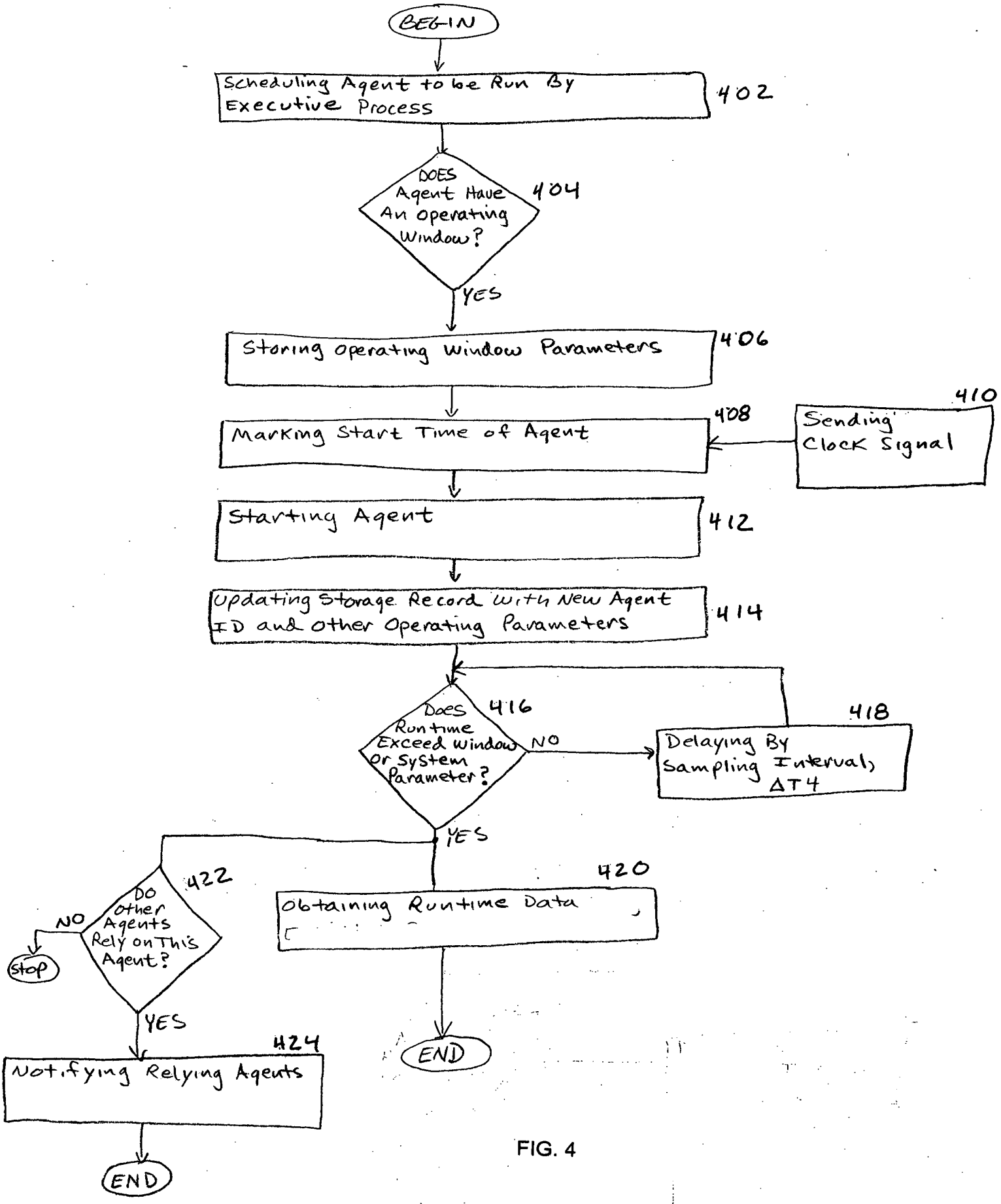
BEGIN
Scheduling Agent to be Run By Executive Process
402
DOES Agent Have An operating Window?
404
YES
Storing operating Window Parameters
406
Marking Start Time of Agent
408
Sending Clock Signal
410
Starting Agent
412
Updating Storage Record With New Agent ID and other Operating Parameters
414
Does Runtime Exceed Window or System Parameter?
416
NO
Delaying By Sampling Interval, ΔT4
418
YES
Do other Agents Rely on This Agent?
422
NO
Stop
YES
Obtaining Runtime Data
420
Notifying Relying Agents
424
END
END

FIG. 4

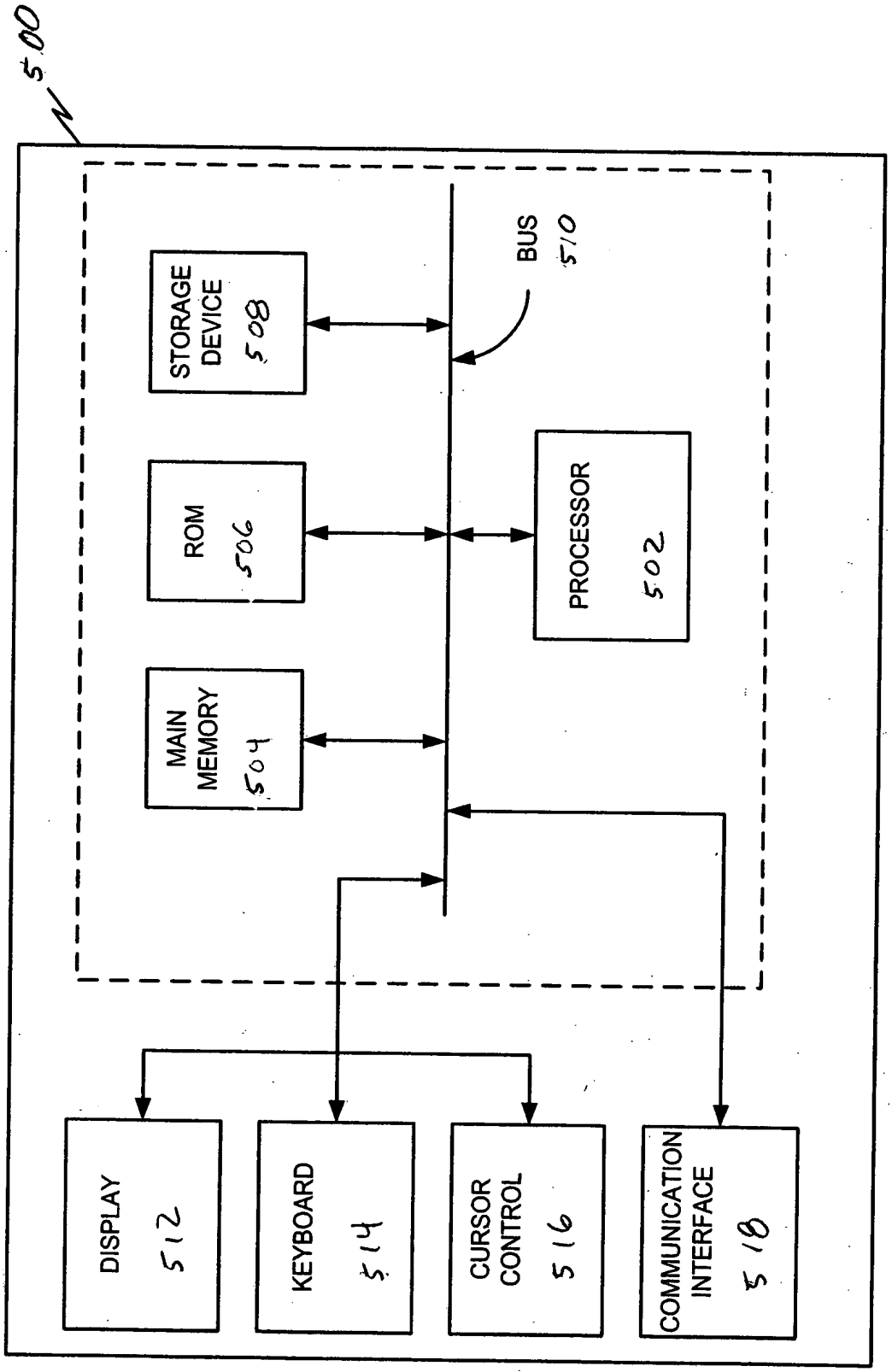
500
BUS
510
STORAGE DEVICE
508
ROM
506
PROCESSOR
502
MAIN MEMORY
504
DISPLAY
512
KEYBOARD
514
CURSOR CONTROL
516
COMMUNICATION INTERFACE
518

FIG. 5

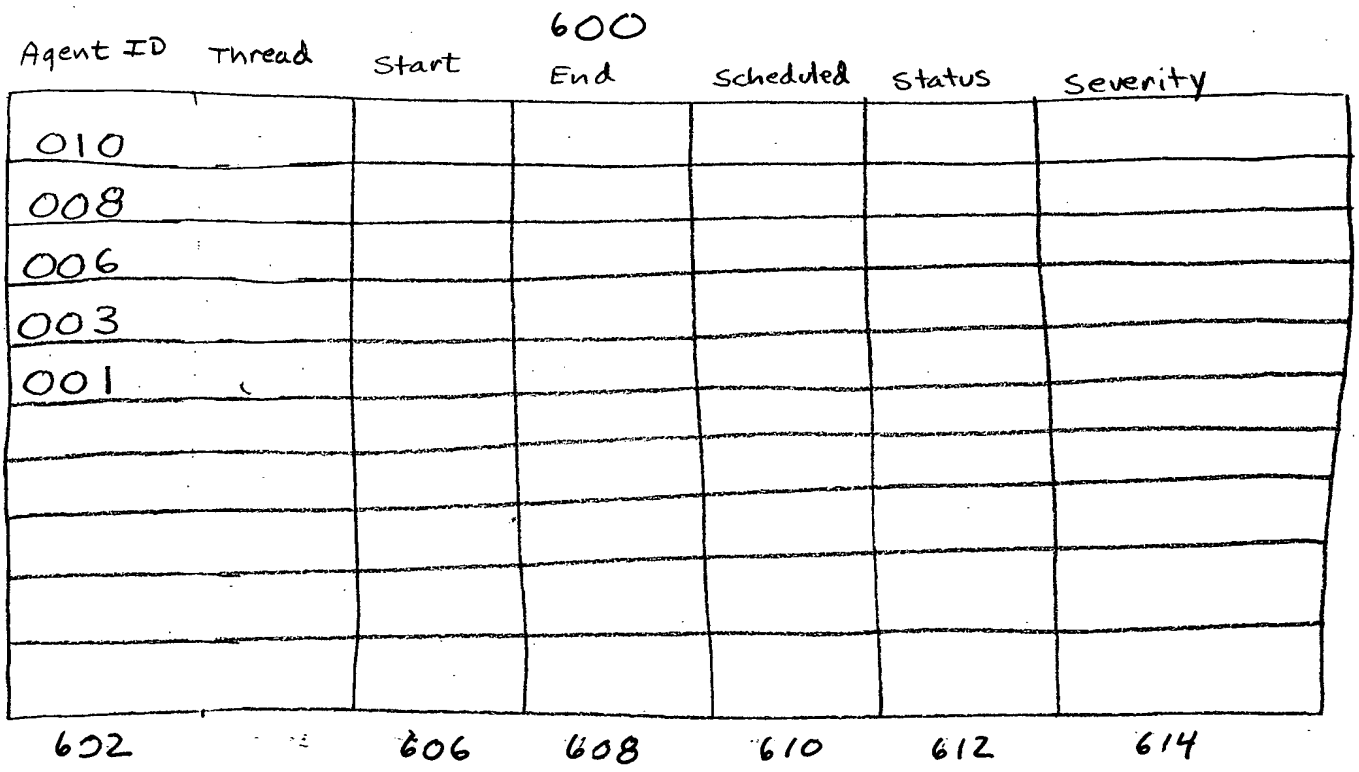
600
Agent ID
Thread
Start
End
Scheduled
Status
Severity
010
008
006
003
001
602
606
608
610
612
614

FIG. 6

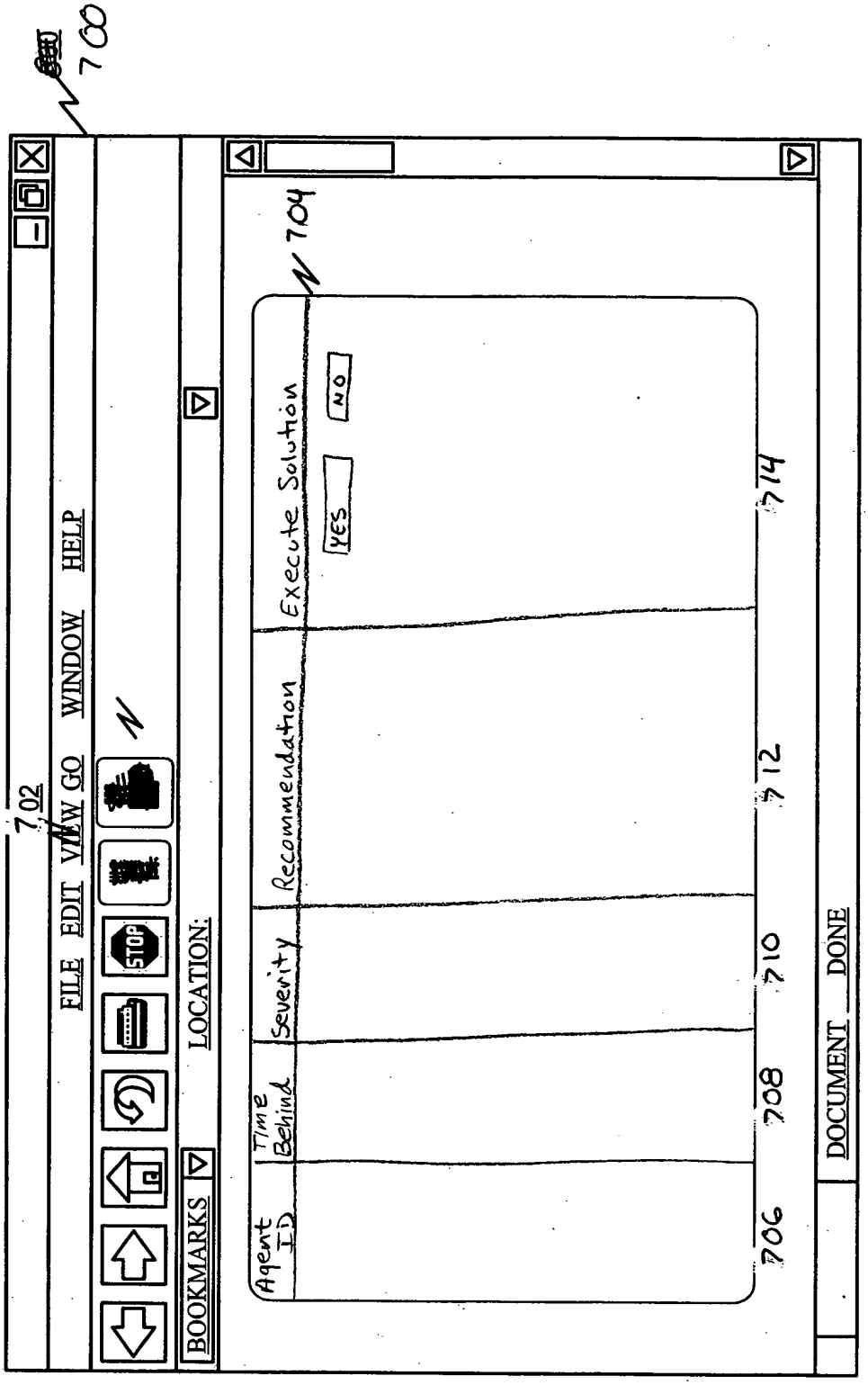
700
702
FILE EDIT VIEW GO WINDOW HELP
BOOKMARKS
LOCATION:
704
Agent ID
Time Behind
Severity
Recommendation
Execute Solution
YES
NO
706
708
710
712
714
DOCUMENT DONE

FIG. 7A

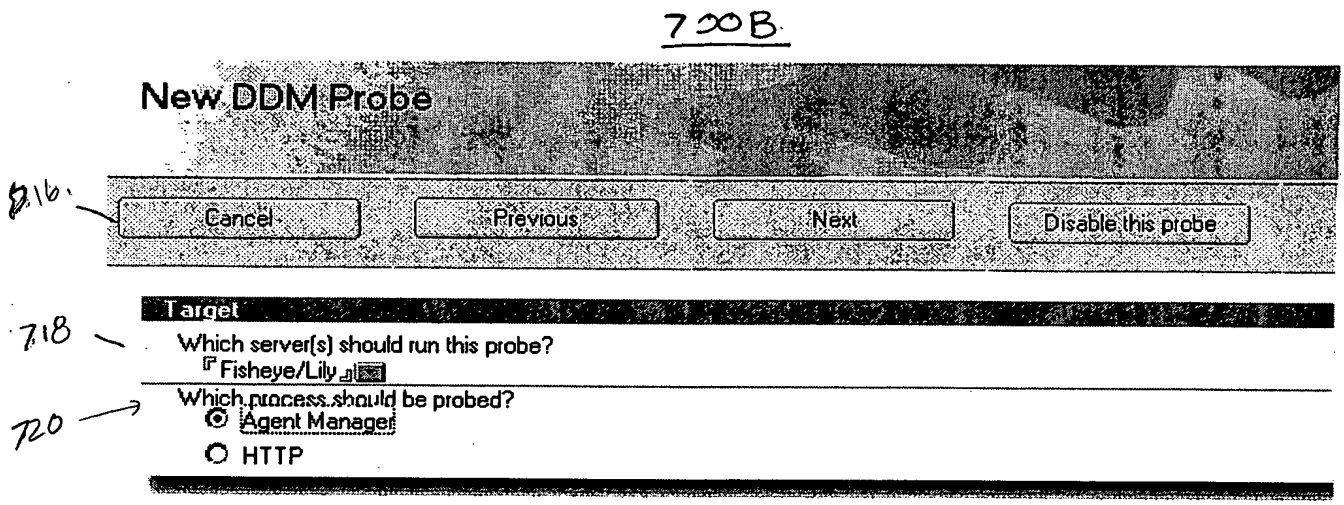
700B
New DDM Probe
716
Cancel
Previous
Next
Disable this probe
Target
718
Which server(s) should run this probe?
Fisheye/Lily
Which process should be probed?
720
Agent Manager
HTTP

FIG. 7B

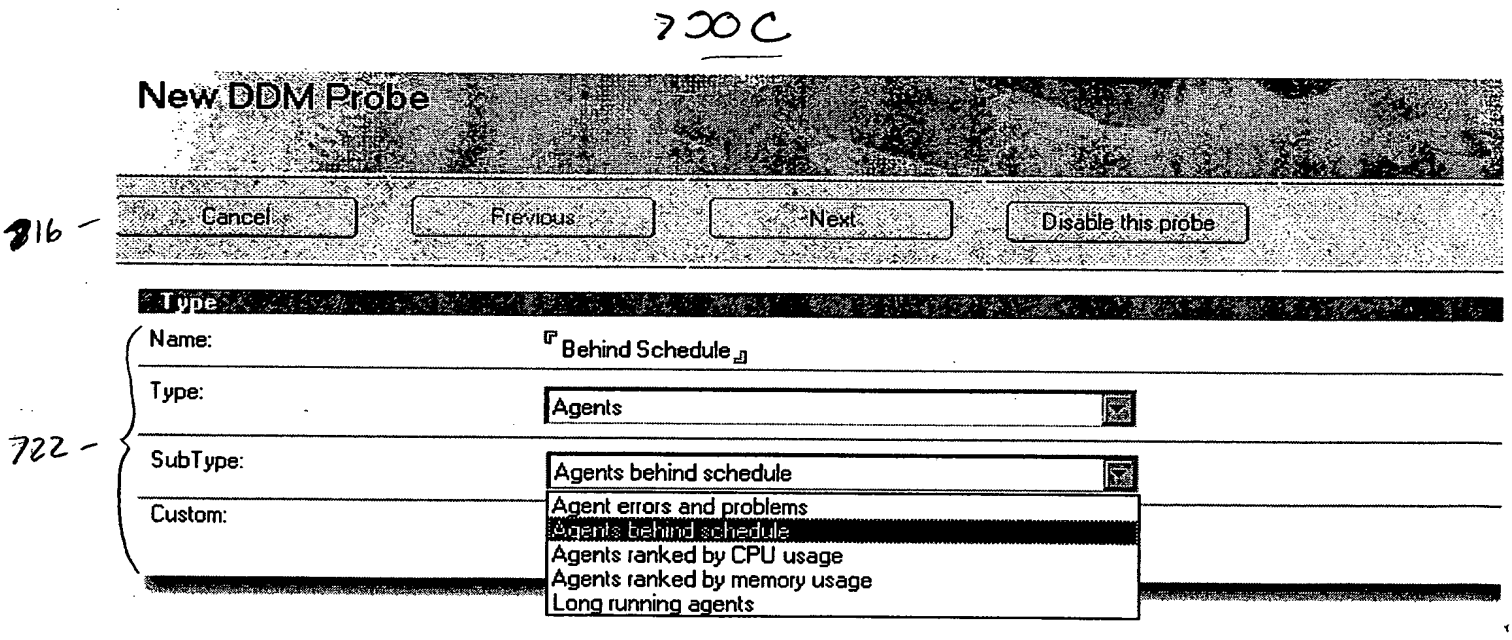
700C
New DDM Probe
716
Cancel
Previous
Next
Disable this probe
Type
Name:
Behind Schedule
Type:
Agents
722
SubType:
Agents behind schedule
Custom:
Agent errors and problems
Agents behind schedule
Agents ranked by CPU usage
Agents ranked by memory usage
Long running agents

FIG. 7C

700 D

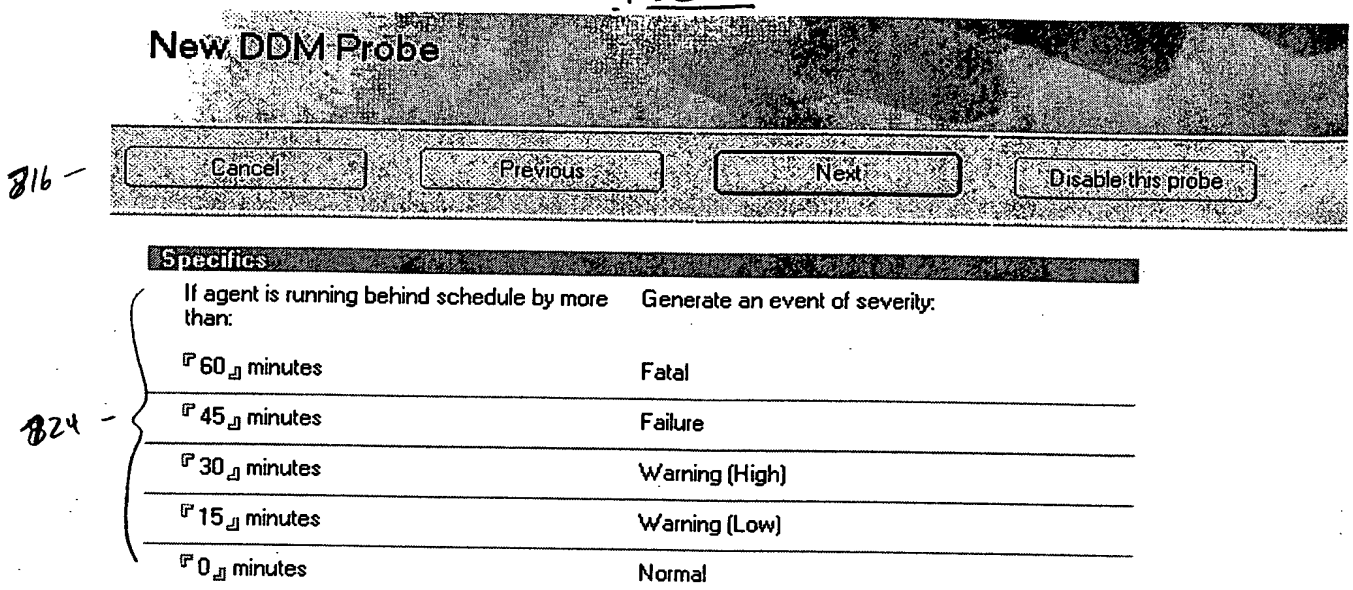

FIG. 7D

700 E

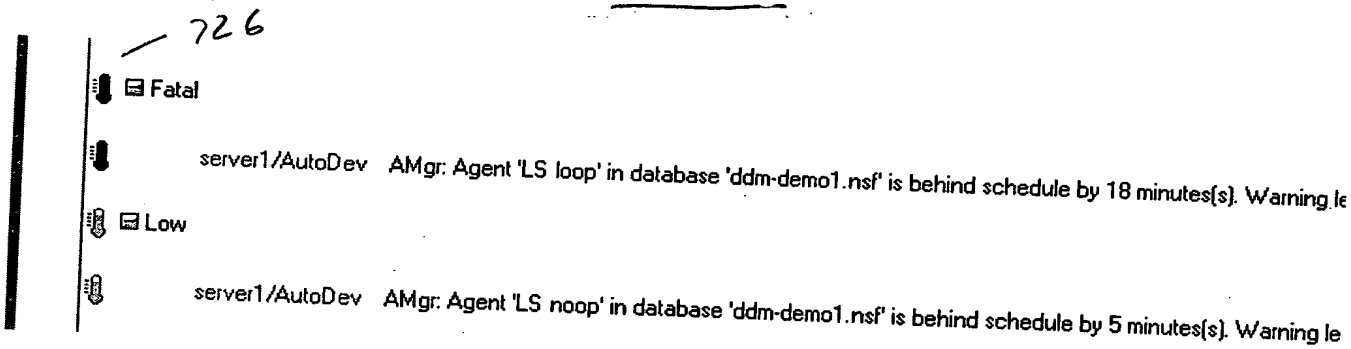

FIG. 7E